



Kathleen Babineaux Blanco
Governor

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James J. Donelon
Commissioner of Insurance

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URGENT NOTICE

TO: All Authorized and Approved Unauthorized Property and Casualty Insurers with Hurricane Katrina or Rita Claims

FROM: Governor Kathleen Babineaux Blanco and Commissioner of Insurance Jim Donelon, State of Louisiana

RE: Request to Expedite Claims Payment and Other Information for Participants in The *Road Home* program

The purpose of this NOTICE is to urge all insurers to expedite responses to policyholder verification and other requests they receive from The *Road Home* program.

First, if you have not already done so, immediately designate a permanent contact person from your organization for all *Road Home* program communications and contact Paul Schomburg at 703-399-4128 to set up an initial meeting. During this meeting, a *Road Home* program representative will introduce you to the insurance data exchange, requirements and forms process, and begin working with you to get this process operational without further delay.

Second, we ask that you respond to all *Road Home* requests within three (3) working days of receipt. When possible, bundle completed responses remitted back to the *Road Home* program for maximum efficiency.

The *Road Home* program is designed to help Louisiana residents affected by Hurricanes Katrina or Rita get back into their homes as quickly as possible by compensating eligible homeowners for their losses. Insurance policyholder data verification is a critical component that will allow the *Road Home* program to accomplish its ultimate mission of calculating and distributing financial assistance to the affected Louisiana residents.

Please know that the urgency level of our efforts could not be higher. We appreciate your cooperation and urgent attention in this matter.

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